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ABSTRACT

This 1980 survey of 3,356 users of the Georgia State University library gathered data on user affiliation, library usage, frequency of usage, perceptions of library adequacy, usage by field of study, and user residential patterns. It was found that over half of the users are undergraduates, 29 percent are graduate students, and 14 percent are not affiliated with the university. University users are more likely to use the library for nonbook-related purposes, with undergraduates using the library heavily for studying. Faculty, staff, and alumni use the library for personal research. The report presents further findings, lists ten references, describes the methodology, reproduces the survey instrument, and summarizes selected verbatim comments. (PM)

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RESULTS OF A SURVEY
OF PULLEN LIBRARY USERS

Institutional Research Report No. 81-17

by

James E. Prather

and

Michael L. Clemons

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James E. Prather

Office of Institutional Planning
Georgia State University

April, 1981

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Abstract

A survey of Georgia State University library users was administered winter quarter, 1981 at the request of the University Senate Library Advisory Committee. Questionnaire responses are cross-classified in this report by affiliation, field of study, and residency, with responses on the users' purpose, needs and frequency of use.

Some of the key findings are:

- Over half the users are undergraduate students at Georgia State University and 29% are Georgia State University graduate students. Six percent of the users are Atlanta University Center students. Fourteen percent of the users are not affiliated with Georgia State University, which is 3% more of the total than in 1978.
- Georgia State University students, faculty, staff and alumni users are more likely to use the library for purposes other than books, magazines, or journals.
- Non-Georgia State University users are more likely to be looking for books.
- Georgia State University undergraduates use the library heavily for studying. Non-Georgia State University users are more likely to be in the library for course work assignment.
- Georgia State University faculty, staff, and alumni use the library for personal research.
- Twelve percent of library users do leisure reading while visiting, especially Georgia State University staff and alumni.
- Thirty-four percent of the users visit daily; 41% of the Georgia State University undergraduate users visit daily.
- The library meets "all" of the needs of 34% of the users; it "seldom" meets the needs of 1% of the users.
- Two-thirds of the users find the photocopy to be adequate for their needs.
- Business administration users generally seek journals rather than books.
- Humanities users are more likely to use the library for personal research and leisure reading.
- Eighty percent of all users visit once or more per week.
- Business administration users generally find the library more likely to meet "all" of their needs.
- There is some evidence that the greater the distance that users live from the Georgia State University library, the more they rely on the library as a resource for books and journals, a place to study, do personal research and leisure reading.

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Results of a Survey of William Russell Pullen Library Users

The decade of the 1970's ushered in an increased public awareness of issues of accountability and program effectiveness. This prompted many public postsecondary educational institutions to examine more seriously the extent to which their libraries effectively served the needs of students, faculty and others who utilize such facilities. The acquisition and availability of such information has often proven invaluable to the policy-making process, particularly as it concerns the allocation of financial resources for general library operations and specific library programs. Morse (1975) has acknowledged that libraries must justify their budgets by measures of how well they satisfy and meet the demands of their clientele.

Undertaken at the request of the University Senate Library Committee, this report first reviews previously published studies of library use. It then presents survey results on the Pullen Library, classifying materials used, purpose, frequency of use, needs met, and adequacy of photocopy facilities with demographic and academic characteristics of sample users.

The survey instrument was constructed by an ad hoc committee of library faculty and was administered near the end of winter quarter, 1980. Appendix A provides a description of the construction of the survey instrument and the sampling framework. The user sample is also compared with the student population at Georgia State University.

Review of the Literature

Many studies have focused upon the fundamental characteristics of library users and library usage. While the vast majority of these

studies have considered these issues within the context of the public library system, few have focused upon public higher educational institutions. The literature provides little indication of a systematic body of information concerning the characteristics of library users and library usage, particularly in urban public institutions of higher education. In addition, the literature fails to address adequately non-traditional aspects of library usage at public postsecondary institutions.

Kodras and Prather (1978) conducted a survey of Pullen Library users. They reported that 89% of the library users were affiliated with Georgia State University. Students from local colleges and some general public users accounted for other library constituencies. At that time, Atlanta University Center students represented about half of non-Georgia State University users of the Pullen Library. Over 80% of the respondents to the 1978 survey indicated that they used the library at least once a week; one-third said that they used the library daily. Kodras and Prather found that there was considerable use of the Pullen Library at all times of the day, throughout the week.

In a discussion of user studies and library planning Martin (1976) acknowledges the tremendous difficulty in meeting the needs of library users. Problems in accommodating these needs emanate from the diversity of a university's library user population. Factors of diversity included the full or part-time status of students, faculty status and commuting time to the library. Tauber (1967) has observed that in quantitative terms the library spends a major part of its resources in service of a relatively small segment of its potential clientele. This suggests perhaps that the library serves other purposes in addition to those traditionally rendered.

While acknowledging university diversity, MacVean (1978) sought to analyze faculty use of the library loan services in comparison to the use of the local collection for fiscal year 1974-75. Comparisons were made by department, academic rank, doctoral degree holders versus non-doctoral degree holders, sex and graduate versus non-graduate faculty. MacVean found that 42% of the faculty were non-users of the library book collection and other library services. Thus, he suggests that the library is generally grossly underutilized by faculty.

Davis and Bentley (1979) attempted to show the effects of institutional affiliation, subject area, academic rank, and length of time at the institution on faculty perception and use of libraries at three small private institutions in Worcester, Massachusetts. Utilizing data obtained from a survey of faculty library use at Clark University, College of the Holy Cross, and Worcester Polytechnic Institute (WPI), it was found that length of time at the institution was frequently the most statistically significant factor in shaping faculty perception and use of the libraries at these institutions.

In a study investigating the importance of the library within the institution and its utilization as measured by faculty and students, Allen (1970) sought to identify student and faculty attitudes toward the library at Waubensee Community College. The findings of this study revealed that neither level of education nor field of specialization were significant indicators of attitudinal differences. Additionally, it was reported that there were substantial differences in the way part-time and full-time students rated the importance of the library in achieving academic success. Full-time students reported that library

usage was significant to the achievement of academic goals and objectives, while part-time students viewed it as a less important factor. It was therefore concluded that full-time students have a greater dependency on the library than do part-time students.

Through the critical utilization of a statistical procedure developed by Richard Trueswell, Sargent (1979) sought to ascertain how the collection at Polk Library of the University of Wisconsin-Oshkosh was being used. An analysis of library circulation records for several days in the academic calendar revealed that the pattern of usage did not vary significantly with the kind of calendar day. In addition, it was revealed that the pattern of student use did not differ significantly from the pattern of faculty use.

By employing a stratified sampling technique to distribute questionnaires to students, and systematically sampling the faculty for interviews, Emdad and Rogers (1978) examined library use at Pahlavi University in Shiraz, Iran. Pahlavi University was modeled after American universities in consultation with the University of Pennsylvania. Consistent with the findings of many studies on library usage in American institutions, Emdad and Rogers found the following: (1) students of Pahlavi University do not make full use of library resources, and (2) the faculty does not systematically promote the use of the library by students.

Patrick Barkey (1965) undertook a study to determine the statistical pattern of student library use at Eastern Illinois University. Through the tabulation of a sampling of book charges and compilation of such demographic variables as class, sex, and grade point average,

Barkey found that during the one-month period under study freshmen borrowed more books than upperclassmen. In addition, women charged out more books than men. Consistent with Emdad and Rogers (1978), Barkey found that two out of three students borrowed no books during the period under study. Thus it was concluded that library resources at Eastern Illinois University were grossly underutilized by students during the one-month period under observation.

The work of Tauber (1967), Martin (1976), and MacVean (1978) clearly illustrates the extent to which discerning the pattern and characteristics of library users and library usage aids in understanding the library as an entity within the total framework of the postsecondary institutional environment. It is essentially upon this basis that we propose to focus upon library users and library usage at the Pullen Library of Georgia State University.

Findings

User Affiliation

The affiliation and/or status of the library user sample is presented in Table 1, where it is cross-classified with major field of study.¹

In this sample of 3356 users, 86% indicate being affiliated with Georgia State University. Georgia State University students comprise 80% of all users. Fifty-one percent of these are Georgia State University undergraduates, and 29% are graduate students. Georgia State University faculty and alumni are each 2% of all users, while Georgia State University staff is 1%. Atlanta University Center users comprise

Table 1
Cross-Classification of Selected Affiliation/Status
with Selected Major Fields of Study
Georgia State University
N=3356

Fields	Georgia State University						Atl. U.Ctr.	Ga. Tech.	Other Univ.	Bus. Com.	H.S.	Other
	% of Total	Under Grad	Grad	Fac	St- aff	Alumni						
Biology	4	59	11	0	2	1	21	0	0	0	1	2
Bus. Admin.	34	57	32	1	0	1	5	0	1	1	0	1
Curr. & I.	4	83	2	1	3	3	6	0	0	0	2	1
Info. Sys.	4	66	26	1	0	0	3	1	1	0	0	0
Education	10	29	62	3	1	1	1	0	0	0	0	1
Art	3	64	12	2	4	7	1	0	1	1	1	4
For. Lang.	2	58	23	12	2	0	0	0	0	0	0	2
Health	8	70	15	3	0	0	2	1	1	0	0	4
Letters	4	53	19	6	4	10	1	0	0	0	4	2
Math	2	75	2	6	0	0	0	0	0	2	2	0
Phy. Sci.	2	64	16	8	0	0	0	0	3	0	0	2
Psych.	3	26	59	3	0	5	0	1	1	0	0	1
Public Affairs	3	46	30	1	0	3	15	0	0	0	0	0
Soc. Sci.	8	52	23	6	1	2	13	0	1	0	0	1
Acctg. *	8	65	21	1	0	2	7	0	1	1	0	1
Finance *	4	31	50	0	0	2	9	0	0	3	0	2
Manage. *	8	64	23	1	0	1	7	2	1	1	0	1
Mktg. *	4	70	19	0	2	2	0	0	1	1	0	1
Total %	100	51	29	2	1	2	6	1	1	1	1	2

NOTE: The Total column percents read down. Each row except for Total column reads across. See Footnote 1.

* Subfields of the above field of Business Administration

6% of all users, while persons from Georgia Institute of Technology, "other" University System institutions, business community and high schools are each 1% of the total users.

Over one-third of the library users are in the field of business administration, followed by education at 10%. The largest subgroups of business administration include accounting (8%), management (8%), finance (4%), and marketing (4%). Users in the health and social sciences fields are each 3% of the total users.

While the business administration group is 57% undergraduate, the largest subfields show that 31% of the finance users are undergraduates as compared with 64% for management, 65% for accounting, and 70% for marketing. In the fields of psychology and education undergraduates represent 26% and 29%, respectively. Only 2% of the users in communications and math have graduate status.

By field, the proportion of faculty usage shows that foreign language is highest (12%), followed by physical sciences (8%), and letters, math and social sciences each comprising 6%. Staff usage is highest at 4% in letters and art. Alumni usage is 7% in art, 10% in letters, 5% in psychology, and 3% in communications and public affairs.

Cross-classification by field of study with affiliation of non-Georgia State University users also reveals that users from the Atlanta University Center comprises 15% of the public affairs users, 13% of the social sciences, 21% of the biology, 9% of the finance, and 7% of the management users. High school students comprise 4% of the letters field users. The business community represents 3% of the finance

users and "other" University System institutions are 3% of the physical sciences users. Georgia Institute of Technology use was 2% in management, and 1% in information systems, health, and psychology.

Library Usage

The cross-classifications of affiliation and/or status with responses on library usage are presented in Table 2. The question concerning usage of books, magazines/journals, and "other" shows that Georgia State University graduates are least likely to be looking for books (31%); non-Georgia State University users seek books most of the time--high school students (68%), other University System users (55%), Atlanta University Center users (49%), and the business community (48%). Georgia State University graduate students and alumni are looking for magazines/journals 32% of the time. It appears that books are substantially strong motivation for non-Georgia State University users.

Georgia State University undergraduate users intend to study personal notes and texts 58% of the time, which is the highest proportion of any other group. Atlanta University Center users intend to study 47% of the time, and Georgia Institute of Technology 38%. Georgia State University graduate students are more likely to use the library for term paper research or course assignments than Georgia State University undergraduate students (53% vs 41%). High school students are on course assignments/term papers 82% of the time, "other" University System 72%, Atlanta University Center 66%, and Georgia Institute of Technology 53%. Personal research is the purpose for 49% of the staff usage, 42% of alumni, 26% of business community, and 24% of Georgia State University faculty. It should be noted that only 11% of all users have the purpose of personal research.

Table 2
Cross-Classification of Selected Affiliation/Status
with Responses on Library Usage
Georgia State University
N=3356

	% of Total	Georgia State University					Atl.U. Center	Ga. Tech	Other Univ.	Business Community	High School	Other
		Undergrad	Graduate	Faculty	Staff	Alumni						
Total %		51	29	2	1	2	6	1	1	1	1	2
Uses:	%	%	%	%	%	%	%	%	%	%	%	%
Books	37	38	31	37	46	41	49	40	55	48	66	49
Magazines	27	24	32	31	24	32	24	31	31	26	21	22
Other	23	27	22	26	27	14	10	13	7	17	4	16
Books & Magazines	9	6	12	7	3	12	12	7	7	9	7	10
Purpose: (% Yes)												
Study	47	58	42	1	0	9	47	38	21	22	4	24
Course	44	41	53	1	0	10	66	53	72	8	82	38
Personal	11	11	9	24	49	42	9	11	10	26	7	18
Job	6	4	5	13	39	29	5	7	0	48	4	18
Faculty	3	0	2	59	12	2	1	4	7	0	0	2
Thesis	5	1	10	2	0	2	10	0	0	0	7	2
Leisure	12	15	7	16	27	24	5	13	3	4	0	13
Other	8	9	7	13	6	3	1	4	3	4	4	13
Frequently Use:												
Daily	34	41	33	35	46	7	12	7	3	0	4	18
Week	46	46	52	55	33	41	46	24	28	35	4	27
Month	12	9	11	7	18	24	24	20	24	26	36	24
Less	8	4	4	2	3	29	18	47	45	39	57	32
Meets Needs:												
All	34	41	28	13	12	19	24	13	21	30	46	22
Most	55	51	62	74	58	58	63	38	55	44	43	51
Some	8	6	7	11	27	19	8	27	3	17	7	16
Seldom	1	1	1	0	3	3	2	9	0	4	0	3
Photocopy Adequacy (% Yes)	67	70	59	62	70	53	81	73	76	78	75	67

See also Footnote 1

It is not surprising that 48% of the business community have the purpose of job/work-related information. Also, 39% of the Georgia State University staff and 29% of the alumni have a job/work purpose.

For all users, 5% are visiting the library for the purpose of thesis/dissertation research. Of Georgia State University graduate students 10% are in the library for thesis/dissertation purposes. The Atlanta University Center users show that 10% are also intending to do thesis/dissertation work.

Using the library for leisure reading is the purpose of 12% of all users. Georgia State University undergraduates intend to use the library for leisure 15% of the time while graduate students show only 7%. Twenty-seven percent of the staff use the library for purposes of leisure, alumni 24%, Georgia State University faculty 16%, and Georgia Institute of Technology 13%.

Frequency of Usage

Table 2 shows that 34% of survey respondents use the library daily, 46% weekly, while 12% use it monthly and 8% use it less than monthly. Forty-one percent of sampled Georgia State University undergraduate students indicate daily usage. By comparison, 35% of Georgia State University faculty and 36% of staff use the library daily. Of the Atlanta University Center students, 12% use the library daily and 46% weekly. High school users are the least frequent users with 57% visiting less than once a month, followed by users from Georgia Institute of Technology (47%), "other" University System institutions (45%), and business community (39%). Georgia State University undergraduate and graduate students

who use the library show that 96% visit the library once or more a month, and that 87% of the undergraduates and 85% of the graduate students visit weekly or more frequently.

Perceptions of Library Adequacy.

In response to the question concerning the extent to which the services and facilities of the Georgia State University library generally meet user needs, 34% of all respondents indicate that it meets "all" their needs and 55% indicate "most" needs (see Table 2). For Georgia State University undergraduates, 41% indicate that it meets "all" their needs, while 28% of the Georgia State University graduate students indicate "all." Of the Atlanta University Center users 24% respond that it meets "all" their needs. This compares with "other" University System users (31%), business community (30%), and high school (46%). For Georgia Institute of Technology users, 9% say the Georgia State University library "seldom" meets their needs. Georgia State University faculty, staff and alumni respond that the library meets "all" their needs 13%, 12%, and 19%, respectively.

The adequacy for the users photocopy needs by the library facilities is met 67% of the time for all users. This is the case for 70% of the undergraduate students and 59% of the graduate students. Most satisfied with photocopy facilities are the Atlanta University Center users (81%). Alumni user needs are met 53% of the time which is the lowest level of satisfaction.

Usage by Field of Study

Table 3 presents the cross-classification of responses to questions on library usage with major field of study of the respondents.

Table 3
Cross-Classification of Selected Major Field of Study with Responses to Library Usage
Georgia State University

N=3356

	Total	Biology	Bus. Ad.	Commun.	Inf.Sys.	Educ.	Art	F.Lang.	Health	Letters	Math	Phy.Sci.	Psy.	Pub.Aff.	Soc.Sci.	Acctg.*	Fin.*	Mgt.*	Mkt.*
N	3356	132	1125	121	148	350	84	43	197	140	48	61	206	98	280	251	121	265	145
Use	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Books	37	49	30	35	39	35	43	61	35	49	50	46	30	43	46	28	22	27	31
Mag.	27	18	32	31	20	32	24	12	24	22	10	12	36	28	23	30	31	37	38
Other	23	28	27	21	30	17	13	23	27	15	35	23	18	14	19	30	35	25	19
Bk & Mag.	9	3	6	9	5	13	13	2	9	11	2	12	13	12	12	4	7	8	5
Purposes (% Yes):																			
Study	47	64	55	46	66	36	24	28	59	40	52	75	30	43	41	59	58	49	52
Course Assign.	44	37	44	48	37	55	39	44	36	41	27	25	59	63	49	37	42	48	47
Personal	11	14	7	15	9	11	23	23	9	22	17	15	11	15	14	6	7	9	5
Job	6	2	6	7	5	7	8	2	5	6	8	3	4	10	7	4	6	6	8
Faculty	3	0	2	0	1	3	2	7	0	6	6	10	4	2	6	2	2	0	1
Thesis	5	4	2	2	1	8	6	2	3	7	0	5	10	12	10	2	3	2	0
Leisure	12	18	12	14	15	6	18	14	11	23	15	12	7	7	10	14	7	11	7
Other	8	4	6	11	7	7	13	14	11	14	2	8	5	8	7	5	4	6	3
Frequency																			
Daily	34	47	39	39	42	20	29	44	34	39	46	39	22	21	37	43	43	31	30
Weekly	46	36	44	43	44	55	49	42	49	41	42	48	64	60	47	43	35	51	53
Monthly	12	11	10	11	10	15	12	14	10	10	10	10	12	11	10	5	16	12	12
Less	8	5	7	6	5	9	11	0	7	10	2	3	2	7	6	9	7	6	3
Meets Needs																			
All	34	34	40	30	31	35	32	30	34	29	38	38	20	32	24	38	39	42	39
Most	55	58	51	54	58	59	54	54	57	58	58	61	70	53	64	56	52	50	46
Some	8	7	6	12	8	5	11	14	8	11	4	2	7	12	7	4	5	5	12
Seldom	1	1	1	2	1	1	1	2	0	1	0	0	2	3	3	0	1	1	0
Photocopy Adequacy (% Yes)																			
	67	80	67	55	72	67	61	77	71	64	64	77	55	68	65	74	67	67	66

* Subfields of the above field of Business Administration

See also Footnote 1

Responses to the question concerning whether books or magazines/journals are being sought show that foreign languages users are most likely to be seeking books. Other disciplines likely to seek books are math, biology, letters, physical sciences, social sciences, public affairs, art, and information systems. The fields more likely to be seeking magazines/journals include business administration, marketing, management, finance, accounting, psychology, education, and communications. Those users who do not intend to seek books, magazines/journals are more likely to be in finance, accounting, health, and management.

The table also shows that those users who enter the library with the purpose of studying personal notes and texts tend to be in the following disciplines: physical sciences, biology, information systems, health, accounting, finance, math, business administration and marketing. The fields least likely to be in the library for personal study are: art, foreign languages, psychology, and education.

Use of the library for course assignments or term papers is most frequently found in psychology, education, and public affairs. The fields of study that use the library the least for course assignments or term papers are physical sciences, math, accounting, biology, health, and information systems.

Personal research is the stated purpose for users in the fields of art, foreign languages, letters, and math. On the other hand, the fields of accounting, marketing, finance, and management show a low level of usage for personal research. The humanities fields apparently are using the library for more personally oriented purposes.

Generally, little job/work related information is sought in the library. The exceptions are public affairs, marketing, art, and math.

Users of the library for the purpose of thesis/dissertation research are generally found in psychology, public affairs, social sciences, and education. These disciplines are least likely to be doing thesis research: marketing, math, information systems, business administration, communications, foreign languages, accounting, and management.

Entering the library for leisure reading is a purpose of 12% of the users. The fields that have the highest levels of leisure reading in the library include letters, art, biology, information systems, and math. Leisure reading is more unlikely for users in education, psychology, public affairs, finance, and marketing.

Of all users, 80% visit the library daily or weekly. The users that are more likely to use the library daily are in the following fields: biology, foreign languages, math, accounting, and finance. Those fields with monthly or fewer visits to the library are: education, art, management, and marketing. Public affairs, psychology, education, marketing, management, art, social sciences, business administration, communications, information systems, and health are more likely to use the library at least once per week.

Ninety percent or more of library users in each of the fields of biology, business administration, education, health, math, physical sciences, psychology, accounting, finance, and management stated that the library met "all" or "most" of their needs. Three percent or fewer of the library users in all of the fields given in Table 3 stated that the library "seldom" met their needs.

While two-thirds of all users find the photocopy service adequate, only about half of those in the communications and psychology fields agree. Biology users are most satisfied.

Users by Residential Patterns

Since Georgia State University is totally a commuter school, the question of the distance from the residence of the library user to the Georgia State University library is apropos. In Table 4 selected locations in the metropolitan Atlanta area are shown cross-classified with responses on library usage. Location was determined by zip codes of the users. For comparison purposes the proportions of Georgia State University students in fall quarter 1980 are given by zip code location. Undergraduate and graduate Georgia State University library users have a pattern of residency very similar to that of the Georgia State University student body as a whole. The primary exception is certain areas of Marietta (zip code 30061 especially). Georgia State University faculty and staff show a clearly different pattern, but this is to be expected.

Georgia State University alumni library users are generally from Smyrna, Piedmont Park area, Sandy Springs, and Northlake. Atlanta University Center users predominantly reside in the Atlanta University Center area. High school students are most likely from the DeKalb area, including Stone Mountain, Toco Hills, and some from the Fulton County area of Greenbriar.

Library users who have as one of their purposes personal study are more likely to be from these areas: Forest Park, Norcross,

Table 4
Cross-Classification of Selected Locations of Residency of Library Users with Responses on Library Usage
Georgia State University *
N=3356

Student Total GSI	Community	Zip Code	Status/Affiliation												Purposes			Frequency of Use			Library				Photo. Adeq. % Yes				
			Total	Ga. State Univ.					Atlanta U.Ctr.	Ga. Tech	U. System	Bus. Community	High School	Other	Study	Course	Personal	Job	Leisure	Daily	Weekly	Monthly	Less	All		Most	Some	Seldom	
				Undergraduate	Graduate	Faculty	Staff	Alumni																					
	Total																												
.6	Austell	30001	.4	1	0	0	0	2	1	0	0	0	0	0	31	46	23	15	15	54	39	0	8	39	46	8	0	85	
.6	Avondale	30002	.7	1	1	0	1	0	1	0	0	0	0	0	57	70	9	4	9	26	70	4	0	35	57	4	0	57	
.5	Clarkston	30021	1.8	2	3	1	0	2	0	0	0	4	0	0	2	40	40	15	3	8	34	47	11	8	27	61	7	3	74
2.1	Decatur(Main)	30030	2.5	2	5	4	0	2	0	0	3	0	0	0	50	37	7	4	5	40	45	8	7	22	69	7	0	59	
2.9	Decatur(S)	30032	3.1	3	4	1	12	2	1	2	0	0	0	0	53	50	14	6	11	50	34	11	5	34	53	12	0	65	
2.4	Decatur(N)	30033	2.1	2	3	6	3	2	0	0	0	0	0	0	6	50	38	11	4	15	32	57	7	4	32	51	11	4	72
1.9	Decatur(S)	30034	1.8	2	1	4	0	2	1	0	0	4	4	3	49	51	7	9	10	37	42	14	7	48	46	7	0	75	
.6	Decatur(S)	30035	.5	0	1	0	0	0	1	0	0	0	0	0	53	59	6	6	6	41	47	12	0	29	71	0	0	88	
.5	Forest Park	30050	.3	0	0	0	0	0	0	0	0	4	0	0	67	33	11	11	11	44	33	22	0	33	67	0	0	67	
1.1	Lithonia	30058	.7	1	1	1	0	0	0	0	0	0	0	0	44	57	9	4	26	44	35	13	9	39	44	17	0	78	
1.0	Marietta(SW)	30060	.5	1	1	0	0	0	0	0	0	0	0	0	44	50	13	0	25	31	50	18	0	50	50	0	0	81	
1.2	Marietta(N)	30061	0																										
.6	Marietta(RR)	30066	.5	1	1	0	0	0	0	0	0	0	4	0	35	53	0	0	12	29	47	6	18	29	59	6	6	47	
2.1	Marietta(SE)	30067	1.4	2	1	1	0	2	1	3	0	0	0	0	3	54	48	9	4	15	24	44	20	11	37	50	11	0	63
.4	Norcross	30071	.1	0	0	0	0	0	0	0	0	0	0	0	50	50	0	0	0	50	50	0	0	25	50	25	0	100	
.8	Roswell(W)	30075	.7	1	1	0	0	0	0	2	0	0	0	0	2	50	46	4	13	17	38	46	8	8	42	54	4	0	63
.4	Roswell(E)	30076	.5	1	0	0	0	0	0	0	0	0	0	0	2	56	44	6	13	6	38	31	13	19	38	50	0	0	88
1.8	Smyrna	30080	1.4	2	1	0	0	7	1	2	7	0	4	2	49	38	9	4	23	32	47	15	6	28	62	6	2	68	
3.4	Stone Mt.(W)	30083	2.7	3	3	5	0	0	0	0	3	0	0	2	41	49	4	2	18	34	66	13	7	44	51	3	1	67	
1.9	Tricker	30084	1.4	2	1	6	0	0	0	0	0	0	0	0	40	33	17	4	17	48	35	8	8	52	44	4	0	77	
.7	Stone Mt.(NE)	30087	.7	1	1	0	0	0	0	0	0	0	0	0	46	64	9	5	9	27	55	18	0	41	55	5	0	68	
.7	Stone Mt.(S)	30088	.8	1	1	0	0	0	0	0	0	4	11	0	54	36	14	11	4	25	54	18	4	32	57	11	0	71	
.7	Norcross(S)	30093	.4	1	0	0	0	0	0	0	0	0	0	0	75	25	8	0	17	42	50	8	0	42	58	0	0	75	
.5	Conyers	30207	.3	1	0	0	0	0	0	0	0	0	0	0	50	70	40	0	10	50	40	10	0	10	90	0	0	90	
1.0	Jonesboro	30236	.8	1	0	0	0	0	0	0	0	0	0	0	46	42	8	8	8	42	42	8	8	23	65	12	0	58	
.8	Lawrenceville	30245	.6	1	1	0	0	0	0	0	0	0	0	0	60	40	15	5	20	45	45	10	0	30	70	0	0	55	
1.3	Lilburn	30247	1.2	2	1	0	0	0	0	0	0	0	0	0	51	41	6	3	13	31	51	13	5	44	54	0	3	69	
.5	Morrow	30260	.6	1	0	0	0	0	0	0	3	4	0	2	47	32	5	5	16	26	47	0	26	84	11	0	0	84	
.5	Riverdale(E)	30274	.3	1	0	0	0	0	0	0	0	0	0	0	55	55	9	0	9	82	9	0	55	36	9	0	55		
.6	Snellville	30278	.6	1	1	0	0	0	0	0	0	0	0	0	2	60	40	5	5	0	20	50	25	5	25	65	10	0	60
.5	Riverdale(W)	30296	.4	1	0	0	0	0	0	0	0	0	4	0	40	33	7	0	13	27	47	20	7	40	47	13	0	87	
2.2	Northside	30305	1.7	1	3	4	9	5	1	0	4	0	4	0	5	37	42	21	7	12	28	53	12	7	19	65	12	0	63
3.1	Piedmont Pk.	30306	4.4	4	6	4	6	3	2	7	3	4	4	2	41	39	12	6	11	41	41	14	5	24	58	13	2	54	
2.2	Inman Pk.	30307	3.6	2	6	10	3	7	0	4	0	4	4	8	37	36	15	12	11	29	52	14	3	25	63	10	1	55	
1.1	Civic Ctr.	30308	1.8	1	2	6	9	2	3	0	0	0	0	5	57	22	18	8	8	58	33	5	3	40	52	5	0	65	
2.2	W.Pershing Pt.	30309	3.2	2	5	2	12	5	3	9	0	0	0	6	57	37	9	14	12	36	52	7	5	24	62	10	0	67	
1.2	Gordon Rd.	30310	1.4	2	0	0	0	3	7	0	0	0	0	5	54	42	15	4	10	40	48	6	6	27	69	2	0	71	
2.2	Cascade Mts.	30311	2.8	3	1	1	0	3	7	4	7	0	7	3	56	43	7	2	14	32	50	15	2	26	67	7	0	71	
.8	Atlanta U.	30314	3.7	0	1	1	0	0	44	0	21	0	0	2	46	71	6	2	6	19	40	25	16	36	54	6	0	83	
.7	Lakewood	30315	.8	1	0	2	3	2	2	0	0	0	0	0	57	36	18	21	14	32	39	18	11	36	46	14	4	68	
1.1	E. Atlanta	30316	1.4	2	1	0	0	0	1	0	0	0	0	0	37	52	4	2	9	44	39	11	7	30	59	9	2	67	
2.4	Bolton	30318	3.2	3	4	1	0	5	2	11	0	4	0	3	73	49	8	5	16	40	38	12	9	33	56	7	4	65	
2.6	Oglethorpe	30319	2.3	3	3	2	0	0	1	0	0	0	0	0	51	45	13	4	9	27	62	10	0	45	53	3	0	72	
2.0	Broadview	30324	2.5	2	3	6	0	3	1	0	3	4	3	2	42	45	20	11	9	38	53	5	5	32	60	5	1	59	
1.4	Howell Hill	30327	1.7	1	3	3	1	9	1	2	3	4	4	2	33	43	12	12	9	36	41	9	14	2	24	62	12	72	
1.8	Sandy Springs	30328	1.3	1	1	1	0	7	0	0	0	4	0	2	43	38	17	2	19	38	41	12	10	50	38	7	2	62	
2.8	Toco Hills	30329	3.1	3	4	2	3	0	0	2	10	13	14	2	47	47	8	2	12	45	31	15	9	31	59	7	1	60	
1.8	Greenbriar Hl	30331	1.8	2	1	1	0	2	4	0	0	4	11	0	39	54	18	3	12	21	56	10	13	38	46	13	3	61	
.9	College Pk	30337	1.1	1	1	0	0	0	1	2	7	9	4	0	45	55	13	8	5	40	45	5	11	21	61	13	3	61	
1.9	Dunwoody	30338	1.7	2	2	1	0	0	0	0	0	0	0	3	49	51	7	5	12	35	42	14	9	37	51	7	4	61	
1.1	Cumberland	30339	.9	1	1	1	0	0	0	0	0	0	0	0	48	52	7	10	28	24	62	10	3	28	69	3	0	52	
1.4	Doraville	30340	1.5	2	1	1	0	0	0	0	0	0	0	0	52	35	21	6	19	44	44	6	6	42	54	4	0	75	
1.9	N.Shallowfd	30341	1.9	3	1	0	0	2	0	2	3	0	0	2	54	45	9	3	20	43	34	15	8	34	60	6	0	72	
1.7	Nsd.Hosptl	30342	1.8	2	2	2	3	3	1	0	3	0	0	5	44	49	9	7	7	24	54	7	14	25	63	9	0	63	
2.0	East Point	30344	1.8	2	1	0	0	3	1	0	3	4	0	0	61	38	10	7	7	30	54	8	8	52	44	2	0	77	
2.2	Northlake	30345	1.8	2																									

Snellville, Bolton Road, East Point, and Hapeville. Users who intend to use the library for the purpose of course assignment or term papers are more likely to be from Avondale, Lithonia, Atlanta University Center area, Conyers and South Decatur. Personal research is more often indicated as the purpose for users from these locations: Austell, Conyers, Northside, Broadview, Doraville, Hapeville, and Peachtree-Industrial. Job/work related information is sought more often by users from Austell, Roswell (East and West), Inman Park, W. Pershing Point, and Hapeville. The use of the library for leisure reading is more likely for these locations: Lithonia, S. W. Marietta, Smyrna, Lawrenceville, Cumberland, W. Shallowford, and Hapeville.

Daily use of the library is more likely for the following area location respondents: Austell, Norcross, Tucker, Conyers, Civic Center, and Hapeville. Less than monthly use of the library is generally associated with Marietta (rural route), Roswell (east), Morrow, Howell Mill, Northside Hospital area and the area around the Atlanta University Center. The library is likely to meet "all" users' needs for respondents from Tucker, Morrow, Riverdale (East), Sandy Springs and East Point. Users from the following areas report that the library is less likely to meet "all" their library needs include: Decatur (Main), Conyers, Jonesboro, Northside, Piedmont Park, Inman Park, W. Pershing Point, Howell Mill, College Park, and the Northside Hospital area. The photocopy facility users whose needs are most often met are from Austell, Decatur (South), Lithonia, Marietta (S. W.), Norcross, Roswell (East), Conyers, Morrow, Riverdale (West), Atlanta University Center area, College Park, and Hapeville.

A more exhaustive analysis of the data would be needed to determine conclusively the link between location and meeting the needs of the library users. This analysis suggests that the farther the users tend to be located from the library the more it is likely to meet their purposes and needs. Apparently the library serves as a valuable resource to those users who are located in areas that do not have alternative or adequate library resources.

Summary

A survey of Georgia State University library users was administered winter quarter, 1981 at the request of the University Senate Library Advisory Committee. Questionnaire responses are cross-classified in this report by affiliation, field of study, and residency, with responses on the users' purpose, needs and frequency of use.

Some of the key findings are:

- Over half the users are undergraduate students at Georgia State University and 29% are Georgia State University graduate students. Six percent of the users are Atlanta University Center students. Fourteen percent of the users are not affiliated with Georgia State University, which is 3% more of the total than in 1978.
- Georgia State University students, faculty, staff and alumni users are more likely to use the library for purposes other than books, magazines, or journals.
- Non-Georgia State University users are more likely to be looking for books.
- Georgia State University undergraduates use the library heavily for studying. Non-Georgia State University users are more likely to be in the library for course work assignment.
- Georgia State University faculty, staff, and alumni use the library for personal research.

- Twelve percent of library users do leisure reading while visiting, especially Georgia State University staff and alumni.
- Thirty-four percent of the users visit daily; 41% of the Georgia State University undergraduate users visit daily.
- The library meets "all" of the needs of 34% of the users; it "seldom" meets the needs of 1% of the users.
- Two-thirds of the users find the photocopy facilities to be adequate for their needs.
- Business Administration users generally seek journals rather than books.
- Humanities users are more likely to use the library for personal research and leisure reading.
- Eighty percent of all users visit once or more per week.
- Business administration users generally find the library more likely to meet "all" their needs.
- There is evidence that the greater the distance that users live from the Georgia State University library, the more they rely on the library as a resource for books and journals, a place to study, do personal research and leisure reading.

Implications

A number of implications are suggested by this research.

These implications are tentatively offered for further discussion, research and/or evaluation:

- 1) Georgia State University users as a group seem to be satisfied users. This research could not address the question of why some Georgia State University students do not use the Pullen Library.
- 2) Many users visit the library for purposes other than using library material. These "other" purposes are as a resource--ranging from using the telephone,

taking a nap, resting, meeting a friend, to reading the Bible. It can be estimated that up to one-fifth of the visitors do not have as their primary purpose the use of library materials, but rather use the library as a resource that they do not have available on the rest of the campus. The library for many students appears to be a "home away from home."

- 3) Business administration users are the most satisfied; humanities users less often felt that the library met all their needs though this is a small proportion of the users.
- 4) Users who live greater distances from the Pullen Library seem to be more dependent on the library for both reference material and as a general campus resource.
- 5) The heavy use by non-Georgia State University personnel shows that the Pullen Library is obviously meeting a need that other libraries in the area cannot or do not meet. The users from the Atlanta University Center seem to be particularly pleased with the Pullen Library. Over 50% of the Atlanta University Center users visit weekly or daily, with 24% saying the library meets "all" their needs. The Atlanta University Center users are the most satisfied users.
- 6) A small but pleased group of Georgia State University alumni do make use of the library. The same is true for the business community users. Perhaps this group would be open to supporting the library in some way.
- 7) A survey of the general student body and faculty could be made to determine why both students and faculty are not using the library. This would seem to have a low priority in that the library is already strained to meet current demands given its resources.
- 8) With the automated circulation system in the library, a study of the patterns of user material checkouts could be made relatively easy.
- 9) There appears to be a need to provide more quiet places either in or apart from the library where students can collect themselves between work and school. Research at other urban universities has found this benefit to enhance student retention.

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Footnote

1. The percentages given in the tables are based upon the cross-classification of the 3356 respondents. The difference between the sum of the percentages by category and 100% is due to non-response on that item.

For the affiliation/status variable, major field of study, and home zip code variables, only selected categories are included in the tables. Those categories of these variables with less than .5% of the total are excluded.

Appendix A

Sampling and Methods

This study of Pullen Library users at Georgia State University was undertaken at the request of the University Senate Library Advisory Committee. The survey instrument was constructed by an ad hoc library committee in conjunction with the Office of Institutional Planning.

Upon revision of the survey instrument, a pilot study was conducted on February 18, 1981. Initiation of the pilot revealed that there were no problems with the construction of the questionnaire. Hence, it was used in original form as the final instrument. The survey instrument is presented in Figure A1 of this appendix.

Based on a random sample stratified by day and time, sampling intervals were selected. The ad hoc library committee opted to distribute questionnaires to patrons as they entered the library. Each 20 minute time segment was determined by library personnel to be "least important" or "most important" (See Figure A2). Completed questionnaires were returned by students as they exited the library. Table A1 contains the number of surveys administered and returned by day and time.

Major fields of study for the respondents were coded on the basis of the HEGIS system. This system delineates standardized codes for conventional academic subdivisions. The HEGIS codes for discipline divisions are presented in Table A2. An abbreviated list of majors with corresponding HEGIS codes are presented in Table A3.

Figure A1

LIBRARY USE SURVEY

This survey is being conducted to determine your library needs. Your assistance is appreciated. EVEN IF YOU HAVE PREVIOUSLY COMPLETED THIS SURVEY, PLEASE COMPLETE IT AGAIN.

1 During this visit to the library, what materials do you intend to use primarily?

- 1. () Books
- 2. () Magazines and journals
- 3. () Other _____ (please specify)

For what purpose are you visiting the Georgia State University Library today? (Check one or more.)

- 2 1. () Study personal notes and texts
- 3 1. () Research for term papers or course assignments
- 4 1. () Personal research
- 5 1. () Job/work-related information
- 6 1. () Faculty research
- 7 1. () Thesis/dissertation research
- 8 1. () Leisure reading
- 9 1. () Other _____ (please specify)

10-11 Check affiliation and/or status

- 1. () Georgia State University
- 2. () Undergraduate student
- 3. () Graduate student
- 4. () Faculty
- 5. () Staff
- 6. () Alumni
- 7. () Agnes Scott
- 8. () Atlanta University Center
- 9. () DeKalb College
- 10. () Emory University
- 11. () Georgia Institute of Technology
- 12. () Oglethorpe University
- 13. () University of Georgia
- 14. () Other institution of the University System of Georgia
- 15. () Business community
- 16. () Government employee
- 17. () High School student
- 18. () Other _____ (please specify)

12-15 What is your major field of study? _____ (please specify)

16-20 Please give zip code for current home address.

— — — — —

21 How frequently do you use the Georgia State University library?

- 1. () Daily
- 2. () At least once per week
- 3. () At least once per month
- 4. () Less than once per month

22 To what extent do the services and facilities of this library generally meet your needs?

- 1. () Library meets all needs -- never have to use other libraries
- 2. () Library meets most needs -- sometimes have to use other libraries
- 3. () Library meets some needs -- often have to use other libraries
- 4. () Library seldom meets needs -- must regularly use other libraries

23 Are the photocopy facilities of this library adequate for your needs?

- 1. () Yes
 - 2. () No
- If not, what improvements are desirable?

24-26 Additional comments? (Please put on reverse side)

Figure A2

Designation of Sampling Strata by Time Periods

	<u>Mon.</u>	<u>Tues.</u>	<u>Wed.</u>	<u>Thurs.</u>	<u>Fri.</u>	<u>Sat.</u>	<u>Sun.</u>
7:30	1	1	1	1	1	*	*
8:30	1	1	1	1	1	*	*
9:00	1	1	1	1	1	2	*
10:00	2	2	2	2	2	2	*
11:00	2	2	2	2	2	2	*
12:00	2	2	2	2	2	2	2
1:00	2	2	2	2	2	2	2
2:00	1	1	1	1	1	2	2
3:00	1	1	1	1	1	2	2
4:00	1	1	1	1	1	2	2
5:00	2	2	2	2	1	2	2
6:00	2	2	2	2	1	*	2
7:00	2	2	2	2	1	*	2
8:00	1	1	1	1	1	*	*
9:00	1	1	1	1	1	*	*
10:00	2	2	2	2	*	*	*

1 = Least Important

2 = Most Important

* Library closed these hours

Table A1
Number of Surveys Administered and Returned by Day and Time*

	Number Admin.	Number Returned	Percent Returned		Number Admin.	Number Returned	Percent Returned
<u>February 21 (Saturday)</u>				<u>February 25 (Wednesday)</u>			
10:40 - 11:00	52	32	61.5	9:00 - 9:20	90	51	56.7
11:00 - 11:20	46	28	60.9	9:20 - 9:40	102	59	57.8
11:40 - 12:00	59	48	81.4	9:40 - 10:00	117	61	52.1
12:00 - 12:20	77	54	70.1	10:00 - 10:20	234	99	42.3
1:00 - 1:20	82	58	70.7	11:20 - 11:40	214	112	52.3
5:00 - 5:20	14	2	14.3	12:20 - 12:40	188	90	47.9
5:20 - 5:40	9	2	22.2	12:40 - 1:00	153	92	60.1
<u>February 22 (Sunday)</u>				1:00 - 1:20	96	28	29.2
12:40 - 1:00	68	46	67.6	2:20 - 2:40	69	39	56.5
1:00 - 1:20	78	54	69.2	4:00 - 4:20	100	51	51.0
2:20 - 2:40	65	31	47.7	6:00 - 6:20	93	52	55.0
5:20 - 5:40	27	16	59.3	7:40 - 8:00	57	27	47.4
6:40 - 7:00	15	4	26.7	8:40 - 9:00	53	34	64.2
7:00 - 7:20	19	11	57.9	<u>February 26 (Thursday)</u>			
7:40 - 8:00	4	2	50.0	11:00 - 11:20	97	60	61.9
<u>February 23 (Monday)</u>				12:00 - 12:20	117	48	41.0
7:30 - 8:00	132	82	62.1	1:20 - 1:40	107	45	42.1
10:00 - 10:20	347	186	53.6	1:40 - 2:00	70	37	52.9
11:20 - 11:40	171	90	52.6	2:00 - 2:20	92	46	50.0
12:00 - 12:20	153	94	61.4	3:40 - 4:00	17	9	52.9
12:40 - 1:00	166	83	50.0	4:00 - 4:20	49	24	49.0
5:00 - 5:20	151	105	69.5	4:20 - 4:40	131	43	32.8
5:40 - 6:00	107	67	62.6	<u>February 27 (Friday)</u>			
6:20 - 6:40	161	106	65.8	1:00 - 1:20	90	38	42.2
7:20 - 7:40	92	53	57.6	3:00 - 3:20	42	19	45.2
8:00 - 8:20	51	26	51.0	4:40 - 5:00	50	31	62.0
8:40 - 9:00	52	28	53.8	5:20 - 5:40	46	20	43.5
9:20 - 9:40	16	10	62.5	5:40 - 6:00	33	17	51.5
9:40 - 10:00	18	10	55.6	6:00 - 6:20	34	19	55.9
<u>February 24 (Tuesday)</u>				7:00 - 7:20	16	12	75.0
9:00 - 9:20	102	65	63.7	<u>February 28 (Saturday)</u>			
10:20 - 10:40	142	70	49.3	10:40 - 11:00	47	27	57.4
11:00 - 11:20	114	59	51.8	11:00 - 11:20	57	32	56.1
11:20 - 11:40	164	70	42.7	11:40 - 12:00	52	22	42.3
2:00 - 2:20	106	56	52.8	12:00 - 12:20	67	25	37.3
4:20 - 4:40	107	48	44.9	1:00 - 1:20	71	30	42.3
8:00 - 8:20	31	15	48.4	5:00 - 5:20	24	17	70.8
10:20 - 10:40	6	5	83.8	5:20 - 5:40	9	6	66.7
				<u>March 1 (Sunday)</u>			
				12:40 - 1:00	80	44	55.0
				1:00 - 1:20	71	38	53.5
				2:20 - 2:40	65	28	43.1
				5:20 - 5:40	28	17	60.7
				6:40 - 7:00	12	4	33.3
				7:00 - 7:20	8	4	50.0
				7:40 - 8:00	5	5	100.0

* Note: Less than one-half of 1% of all survey identification numbers were defaced. These are not included in this table.

Table A2
HEGIS Codes for Discipline Divisions

<u>Discipline</u>	<u>Code</u>
Agriculture and Natural Resources	0100
Architecture and Environmental Design	0200
Area Studies	0300
Biological Sciences	0400
Business and Management	0500
Communications	0600
Computer and Information Sciences	0700
Education	0800
Engineering	0900
Fine and Applied Arts	1000
Foreign Languages	1100
Health Professions	1200
Home Economics	1300
Law	1400
Letters	1500
Library Science	1600
Mathematics	1700
Military Sciences	1800
Physical Sciences	1900
Psychology	2000
Public Affairs and Services	2100
Social Sciences	2200
Theology	2300
Interdisciplinary Studies	4900

Table A3
Abbreviated List of Majors with HEGIS Codes

Discipline	Code	Discipline	Code
Accounting	0502	Industrial Relations	0516
Actuarial Science	0581	Information Science or Systems	0702
Allied Health Sciences	1281	Insurance	0512
Anthropology	2202	International Business	0513
Art	1002	Journalism	0602
Art Education	0831	Labor Relations	0516
Art History	1003	Law	1401
Aviation	2180	Library Science (Media)	1601
Biology	0401	Management, Business	0506
Business	0501	Marketing	0609
Business Administration	0506	Mathematics, Gen'l	1701
Business Education	0838	Medical Technology	1223
Chemistry	1905	Motel Management	0508
Classics	1504	Music	1005
Commercial Music	0580	Music Education	0832
Community Counseling		Music History	1006
(Community) (Health) Nutrition	0424	Nursing	1203
Corrections	2105	Nutrition	0424
Counseling (& Psych. Svc.)	2004	Personnel Management	0515
Criminal Justice	2105	Philosophy	1509
Curriculum & Instruction	0829	Physical Education	0835
Decision Science	0583	Physical Therapy	1212
Early Childhood Education	0823	Physics	1902
Economics	2204	Political Science	2207
Education, general	0801	Pre-Med	1282
Educational Administration	0802	Psychology	2001
Educational Foundations	0880	Public Administration	2102
Educational Psychology	0822	Quantitative Methods	0583
Elementary Education	0802	Reading	0830
Engineering (General)	0901	Real Estate	0511
English as a Second Language	1508	Respiratory Therapy	1280
English, General	1501	Restaurant Management	0580
English, Literature	1502	Science Education	0834
Family Studies	2080	Secondary Education	0803
Finance	0504	Secretarial Science	0514
Foreign Language, gen'l.	1101	Social Welfare	2182
French General Studies	1102	Social Work	2104
Geography	4980	Sociology	2208
Geology	2206	Spanish	1105
German	1914	Special Education	0808
Government Administration	1103	Speech and Drama	1580
Health Administration	2181	Tax, or Taxation	0582
Health, Physical Education, Dance	1202	Urban (Life) (Studies)	2214
History	0835	Vocational (and Career Development)	
Hospital Administration	2205	Education	0839
Hotel Management	1202	Zoology	0407

Appendix B

Pullen Library Photocopy Facilities:

Summary of Verbatim Comments

Out of a sample of 3356 Pullen Library users, 554 (16.5%) opted to indicate suggestions for improving library photocopy facilities. These users are generally concerned with: (1) obtaining additional photocopy machines; (2) the quality of equipment and photocopy output; (3) excessive waiting periods for an available machine; (4) service and maintenance; (5) obtaining equipment with special features; (6) cost; (7) centralization of the photocopy facility; (8) the dispersal of photocopy machines throughout the library; (9) microfilm and microfiche reproduction equipment, and (10) noise levels in designated photocopy areas. The frequency and percent of these concerns are shown in Table B1. A summary of selected verbatim comments is also presented.

Table B1
Frequency and Percent of Expressed Photocopy Facility Concerns
N = 554

<u>Concern</u>	<u>Frequency</u>	<u>Percent</u>
More equipment	300	54.2
Quality	97	17.5
Waiting period	49	8.8
Service and maintenance	48	8.7
Special features	14	2.6
Cost	11	2.0
Centralization	9	1.6
Microfilm/microfiche equipment	8	1.4
Dispersal of equipment	8	1.4
Level of noise	4	0.7
Other	6	1.1

Summary of Selected Verbatim Comments

More Equipment

1. The photocopy centers were a needed improvement however one often finds himself waiting. Of course I suggest having more copy machines.
2. Need more machines. The lines are often too long because of one person.
3. More machines in better working order. Everytime I want to photocopy something it takes a longtime.
4. More machines. I've waited in line for up to 30 minutes a lot of times!
5. More photocopy machines on every floor of the library.
6. More machines away from designated study areas.

Quality

1. Sometimes I cannot fit my copy materials onto the machine. The paper is long enough, but not wide enough.
2. Too crowded--bad copies.
3. Professional machines, not the cheap type would make better and clearer copies. At five cents a copy, good copies should be guaranteed.
4. Copies are poor after heavy usage.
5. Better paper could be used.
6. Copies come out too dark, even when adjusted.
7. The quality of copy produced varies greatly.
8. They are much better than a few years ago. However the IBM Copier II's seem to have reliability problems and do not always give high quality.

Waiting period

1. We need "quickie" copy machines for 1 to 5 copies only-like express lines in markets.
2. Speed-line for those with just 1 to 2 pages to copy.
3. An "express copier" during peak periods for 10 pages or less.
4. Restriction of patrons using machines to copy volumes of books.
5. I sure wish people would obey the signs about the limit of copies when 3 or more people are waiting to use the same machine.
6. During exams there are not enough photocopiers to go around. Waiting in line is a drag.
7. Designate areas in the library for photocopying according to the amount of material to be copied.

Service and maintenance

1. They stay out of order too long! Example: The 1st floor express machine was out of paper on 2/25 from 1:30 to 3:30. It's still not loaded and I reported it at 9:30. That's poor service folks.
2. Better maintenance or more machines; better directory as to where machines are. I forget where they are and on which floors.
3. Need service-have assistants do the copying.
4. Improve maintenance in order to alleviate lines (often out of paper, ink, etc.)
5. Machines are often out of service and it's too troublesome to have to insert money for each and every page copied.
6. There is either too much down-time or too few copiers.

Special features

1. We need a reducible, 1/2 size machine.
2. Two-sided copier.
3. Machine needed to make multiple copies without having to initiate the "B" button each time.
4. Copiers are too slow.
5. I would prefer a machine that would produce copies without having to insert money for each copy.
6. What is needed is color xerox!

Cost

1. Great price. Please don't inflate it!
2. Cost too much.
3. I don't think students should have to pay for use of the photocopy machines. To me this is disgusting especially when one has a need for reference material which can't be taken out of the library. The only alternative is to xerox the material and to have to pay five cents a copy. This is unreal.
4. Let's have a discount for 10 or more copies.
5. It should be run at cost!
6. Copiers should be free.

Centralization

1. Just need more space for photocopy machines.
2. Have a photocopy center staffed so that one can leave items for copying.
3. We need a floor just for photocopy facilities.
4. Perhaps centralize the copying center like Emory's with personnel assisting to reduce breakdown and waiting.

Microfilm/microfiche equipment

1. Cheaper rates if possible for microfilm copying. Twenty-five cents a page is killing me!
2. Better quality microfilm photocopy machines.
3. Need more microfiche printers.
4. Microfiche copy paper is terrible. It is too expensive and too slow.

Dispersal of equipment

1. Machines are hard to find.
2. Need photocopy machines available in reference area as books are big and heavy and it is very inconvenient to walk so far.
3. Legal section on the 4th floor needs a photocopy machine.
4. I liked the old system with one on each floor.
5. Copy machines should be moved from study areas and placed back in hallways to prevent the amount of noise associated with them.
6. Bring all machines back to the first floor.

Level of noise

1. We need more space. It gets crowded and noisy at times.
2. Keep the copy areas more regularly policed because of noise makers.
3. Let's keep the noise down on the 4th and 5th floors.
4. Quieter study facilities.

Appendix C

Selected Verbatim Comments

In an effort to illustrate some of the more general, personal and perhaps typical views of Pullen Library users at Georgia State University, this appendix reports selected verbatim comments. These unedited responses merely reflect the types and range of comments offered by library users. There was no attempt to select them according to importance, relevance or accuracy.

The selected comments in this appendix represent responses to the following survey questions: (1) During this visit to the library, what materials do you intend to use primarily? and (2) for what purpose are you visiting the Georgia State University library today? It should be noted that a significant number of responses to the latter question reflect the utilization of Pullen Library for nontraditional purposes.

Selected "additional comments" offered by Pullen Library users are also reported.

Selected Verbatim Comments: Responses to
The Question Concerning Materials Primarily
Used During This Visit

1. Annual reports
2. U. S. Supreme Court Reports
3. Government documents
4. Corporate annual audit reports
5. Reference
6. Gallop Poll index
7. Law books
8. U.S. Code reference materials
9. Chemistry text on reserve
10. Publication indexes
11. Psychology abstracts
12. College information handbooks
13. Dictionary
14. Test on file
15. Typewriter
16. Newspapers
17. Inter-library loan
18. Microfilm/microfiche
19. Photocopy machines
20. Study facilities including desk, booths, chairs, and lighting
21. The quiet atmosphere is just right for concentration
22. Meeting rooms
23. Card Catalogue
24. Personal notes and texts

Selected Verbatim Comments: Responses to the Question
Concerning the Purpose of Today's Visit

1. To find my wife.
2. I came with a friend.
3. Meeting someone.
4. Find a classmate.
5. My little brother wanted to see the library.
6. Collate some pages.
7. Look at women.
8. Sleep.
9. To write two short papers.
10. Work on a take-home examination.
11. Preparation of class materials.
12. Observation of students in the library for assignment in writing class.
13. Return books.
14. Meeting other students.
15. Conversation.
16. Came with a friend to stand around with him.
17. To pass time.
18. Looking for some friends.
19. Meeting someone for lunch.
20. Meet with group for project.

21. Wait for a ride home.
22. Trying to find my husband.
23. Dialog workshop
24. Use the telephone (only place with a phone booth).
25. Use desk for homework.
26. Use of photocopy equipment.
27. Bible study.
28. Study computer output.
29. Maps in reserve library.
30. Relaxation.
31. Pay library fine.
32. I'll be honest--I do use the library quite frequently, but tonight I used it to use the telephone, the rest room and wait for my ride.

Selected Verbatim Comments: Additional Comments

1. What is that ever present humming noise that exists on the 4th and 5th floors?
2. Major areas of concern: (1) mutilated texts (periodicals); (2) stolen or missing texts; (3) Quicker acquisition rate; (4) noise and filth. Major areas of strength: (1) computerized information searches; (2) staff courtesy and helpfulness.
3. The labels that tell what a particular magazine is should be made for easier reading. Often the magazine titles are difficult to read.
4. A generally good library but terribly underfunded. Newer texts are a must! Seek more university funding and go for alumni and private donations! Many popular titles in certain fields are too often checked out because there is only one copy. Get more books! Seek funds!
5. There should be more lounges and conference rooms.
6. The reference librarians and interlibrary loan personnel are top-notch. They have always been extremely helpful, and prompt with filling requests.
7. When I ask for assistance, I am referred to the card card catalogue. Most sixth grade students know how to use it without being instructed. What I need is guidance to other materials. I do not get this from the GSU library.
8. At GSU library it is very difficult to locate the proper catalogue shelves. After using Pullen library, I've come to realize some of the perversities of this disorderly situation, but it hardly makes it any easier when sometimes its been necessary to roam through the stacks for half an hour trying to track down a book.
9. Please get a group study room. Please! Please! Please!
10. Patrons have no discipline. The rare book room is used for conferences and there's eating, drinking and smoking everywhere. Not enough books outside of business.
11. My main problem with the library is not being able to locate the journals I need when I need them. Frequently two to four trips are necessary for a specific journal. The other major concern is missing articles from the journals.
12. Restrooms need to be cleaned more frequently.
13. I think the library should be expanded. It is not up to par with other university libraries throughout the country. There is constant noise of the hustle and bustle of student movement.

14. The library should be carpeted throughout in order to reduce the level of noise.
15. Good library, very good.
16. There should be tighter security on books and other library materials.
17. This library is really very poorly supervised with respect to students using it as a social gathering place. It's impossible to study.
18. It would help if library personnel took a better attitude. All but the reference librarians are a pain in the ---. A couple of the guards at the door have had nice dispositions, but to get help from anybody else is like asking for trouble. I was once told off simply for getting a magazine off a reshelving cart before she had a chance to put it back on the shelves. I thought I would save myself the time of waiting anymore (since I had been looking for that issue) and her the trouble of reshelving, but for her reason she did not like that.
19. GSU claims to have a strong business school. U. of GA is lower in national ratings, yet has many more holdings.
20. The library is too cold at times.
21. More ash trays needed on the 5th floor.
22. More patrols of study areas by library employees are needed to reprimand individuals who use the library for snacking. It is extremely annoying to be studying dilligently and hear some rude person munching and slurping away in the next desk. The facilities of the library are excellent. I seem to get my most productive studying done here. However I would like to see more hotel and restuarant trade journals in the magazine section.
23. Card catalogue needs updating.
24. The library is over heated in most areas.
25. Can't something be done about sending periodicals to the bindery? I realize they must be bound but surely there must be a better system. Every time I need a periodical, it is in the bindery.
26. The weekend library hours are inadequate and hamper those involved in research. Why don't you cut back on personnel on weekends and allow those who are capable of working on their own to be able to use the library on Saturday and Sunday nights?
27. Why don't you keep the copiers that cost a nickle but also have copiers that produce higher quality output for a higher price?
28. The book carts used by library attendants are too noisy. They need to be replaced!!!
29. The library needs to have a more advanced card catalogue system such as Georgia Tech's where you don't have to go back to the 1st floor to look something up.
30. What happened to the group study rooms? These were very useful for exam studying and for working on group projects. There is no other place on campus to go where you have privacy and quiet. (The classrooms are not available to students because the security guards run you out!)
31. What happened to the wonderful listening room?
32. A great improvement that could be made would be to have a floor where there are some private study rooms where people can talk. It was very crucial that I get together with some people to study this quarter, but there was no place to go. Its too noisy in tne student center or Kell Hall-so who do I turn to? There used to be a few conference rooms on the 5th floor, but the all-mighty and greatful photocopy machines have taken their place!

33. Need more information about corporations, especially those that interview a lot on campus.
34. The microfilm rooms are COLD!
35. Need access to unpublished dissertations and theses.
36. Rules about food, quiet and conferences are not explained or enforced.
37. Expand general interest and leisure periodicals.
38. Journals on three separate floors makes me dizzy!
39. This is the only major university library in the country that closes at 6 p.m. on weekends.
40. Sometimes the heat is on so high that I get too hot and uncomfortable to study and have to leave. This is mainly on the 3rd floor. But then again, I can recall times when I have been too cold there also. Please try to keep the temperature normal.
41. I'm surprised at the lack of fiction-especially current- at GSU Library. Find most of research material needed, but must rely on the Atlanta Public Library for leisure reading.
42. Please re-open the listening room.
43. Library employees talking with each other in loud voices (Floors 2 through 5) annoys those wishing quiet.
44. May seem trite but I think smoking sections (at least 1/2 of them) should be moved away from windows looking out on Plaza. It is unfair to non-smokers who don't pollute the environment to not be allowed to view it free from smoker's pollution.
45. Excellent help from librarians at all times.
46. If you intend to keep the present copiers, reduce the price-the quality in not worth one cent.
47. As a new transfer undergraduate student I would like a "tour" or help in facilities available at this library. The reference center is very confusing and I know that I am not totally aware of all the resources available to me. Each quarter there should be some kind of instruction daily as to resources and use of library.
49. I do not like to study in this library. I would enjoy comfortable couches, reading areas, a more comfortable set of surroundings. I only come in to do research and do not study here because I don't find it a comfortable place to be. Of course, I would like to see that changed. I have found library personnel to be helpful and think the library resources are for the most part, adequate. I consult many Psychiatric Journals at Emory which we do not carry-and perhaps shouldn't.
50. Interlibrary loan procedures are too strict and take too long.
51. Get more typewriters!
52. Tax library should be in one place like it used to be. The various tax court cases and tax services are too spread out and hard to locate. I believe they were moved for the convenience of the librarian, not the convenience of the student. Doing tax research in this library is a headache!
53. I feel that your reserve system is very frustrating. Many times I have found that I may need a reserve book for more than 2 hours. However, I have to turn the book in after 2 hours to wait another hour to give someone else a chance. If no one requests the book while I'm using it during the first two hours, I don't see why I have to wait another hour to continue my reading. Your system makes me want to keep the book out for longer than two hours.
54. Twice in the last two years I have been charged for books I specifically

77. Excellent help in the reference room--good librarians.
78. The library facilities are impeccable.
79. I feel the lighting could stand to be improved. The library seems to be unusually dark, causing a "sleepy" atmosphere. You need to brighten up the place.
80. Librarians and research personnel are quite helpful. Study spots are not hard to find and the hours the library is open makes it convenient at any time. Other family members also use Pullen Library, even though they are not currently enrolled at Georgia State.
81. Georgia State Library helps me immensely, most of the resources you have readily available and it makes my research or whatever I'm doing get accomplished quickly.
82. You need a system for determining which books, magazines etc. students need. Maybe a suggestion box would help.
83. The reference librarians are to be commended. They are helpful, and always willing to offer aid.
84. The typewriter services in the Library are terrible. There has to be a system employed whereby students will take care of the machines maybe taking their ID's while they use the machines.
85. The GSU library is a big asset to the metro-Atlanta community. My high school students also love it. Thanks.
86. You should provide private listening room facilities and more soft chairs. There should also be a special catalogue listing of available music.
87. Add as many telephones as possible. You always have to wait or run up and down the stairs until you can find a vacant one.
88. Library chairs are very uncomfortable.
89. We could use more health related materials especially related to pharmaceuticals.
90. I have found the resources and personnel of this library superior. I am a transfer graduate student from Georgia Tech so I do have a basis for comparison. The availability of materials (books, journals, etc) is most helpful in doing necessary research and the willing cooperation of circulation and reference staff is impressive. It is a pleasure to work in this library.
93. The library has everything I need. It is not always easy however to find what I want.
94. Refreshment area is needed.
95. Please help confine smoking to appropriate areas.
96. Any school in the university system should be able to check books out of GSU's library.
97. Bravo! Bravo! GSU Library! Bravo!
98. Your new method of cataloging makes it very difficult to add new material to a working bibliography. Very often one needs to be able to use the subject heading to find new material that is not contained in bibliographical resources--most of which are dated. Yet this new material is listed under author and title only. The only advice I have been given as to how to find this material is to try looking around the shelves--surely the GSU library can do better than that! How about listing your new titles under subject headings too? It would be of great help to those that you serve.
99. The problem I have with the library system is that I am working on my doctorate at UGA and I live in Atlanta and I am unable to check out books from GSU Library. I am not even able to check out books from UGA unless I am paying tuition each quarter which I don't need to do because I am doing mostly research now. I realize that the inter-library loan service is available but it is a lot of trouble it seems for everyone.

- remember having returned. For the first such book, I had to pay \$20.00. The second book I just found in the stacks.
55. Water skiing is about the only sport that I am interested in, but the library does not have any material on water skiing. There are many other books on various other sports and I would love to see some on mine. There are also some periodicals published about water skiing.
 56. I'm unhappy with the browsing section. I would like to see more new books, including technical ones, and fewer "old favorites".
 57. I really appreciate the "no smoking rule except in the designated areas". I enjoy using the library. The placement of study desks on the upper floors is great because some of them really offer a sense of privacy (for naps, quiet study, etc.)
 58. Bound periodicals are almost never on shelf. I understand they stay in demand and are constantly in use but they don't seem to be reshelfed for days. (You can often find them in copy centers, tables, DIFFERENT FLOORS? lying on tables, stairways etc.....)
 59. There's too much talking in the stack areas. Rules should be enforced.
 60. Please install several large open tables in lieu of any more "carrels". These are very confining and do not facilitate a wide range of research/work activities.
 61. Stricter, more limited access to the stacks would reduce the theft of books and reference materials.
 62. Provide a drinking level or place on one of the floors. You cannot get a cup of coffee around this area on Sundays while studying in the library.
 63. I think there should be a computerized card catalogue on each floor.
 64. I know that the library is not the place to sleep, but think about this: we've been down at school all day or have worked all day and have an hour between classes. More comfortable chairs (with high backs) would be great.
 65. The hours are limited. The library should be open until 11 o'clock each night, including Saturday and Sunday.
 66. In general I've had better luck locating the reference I need here than at Georgia Tech.
 67. Please consider a "drop box" on the other side of the campus (Urban Life) for returning materials when the library is closed.
 68. Keep up the good work.
 69. Legal publications need updating. Some texts are out of date.
 70. The hours of the library are not compatible with myself as a working night student who lives 20 miles from school. Saturdays are sometimes the only day I can get down here. Most of the time it would be easier to come in the evening, but you're only open till 6.
 71. You need more newspapers! This is a very small collection--both nationally and internationally. (After all Atlanta is supposed to be trying to become an international city, right?) For national you might consider San Francisco and Pittsburgh, PA. We are all looking for jobs!
 72. It would be helpful to have more children's literature on hand for us majors in education K-8.
 73. Advertise your lessons in library usage, particularly the reference section, or make handouts available to follow steps on how to...
 74. All librarians have always been very helpful and personable--it make the library such a nice place!
 75. The checkout period should be for more than two lousy weeks! Why not at least a three week check out period?
 76. I sometimes feel that the library stairways should be specified "up" and "down" with the right side stairway being "up".

100. Need to work out some agreement with the Atlanta University Center which will allow students to check out GSU's books.
101. The library personnel needs to be more courteous especially those at the check out desk. From my experiences, they have often been stern faced and cold.
102. Knowledge of library personnel seems to be limited. Most library needs have to be take care of without help.
103. I believe that it was an excellent idea to coagulate the services between GSU and Ga Tech. This seems to be of great help to the students of both institutions.
104. I would like to see GSU increase the number of science books that is has, and update a lot of the older basic textbooks that it has also. The botany and ecology areas both are badly in need of expansion.
105. Grouchy staff! Great cleaning people, however.
106. The lack of periodicals in P.E. field is very apparent. There are none in fields of sport psychology, women's sports, etc.
107. Very well organized library. Needs more material pertaining to theology.
108. The typewriters are too old.
109. I enjoy the separate areas for various activities.
110. Thanks for getting rid of the loud-mouthed flirt who used to stand at the entrance door. I'm one of the many girls who found him a nuisance.
111. After buying a \$45.00 briefcase to carry my books in, the damn thing will not go through the magnetic device at the front door. I think the device is a good thing, but much too sensitive. After all, I am not a thief but the device will certainly accuse me. Of course, after my brief case is looked into, I can go about my way; but not until that embarassing moment.
112. Librarians reshelving books need to be more quiet. Slamming books on the shelves is so annoying. This makes the library an undesirable place to study.
113. I hope you can expand soon. GSU will never be looked upon as a progressive institution until it has an adequate research library.
114. My only complaint is that so many art books cannot be checked out. Perhaps there could be a shorter period of checkout with higher fines. There must be some controlled way to serve these expensive books to the public more efficiently.
115. Good German reference section but French and especially Italian could use expansion.
116. The library seems understaffed on the upper floors.
117. People working at the reserve desk are extremely helpful and friendly.
118. There should be a ceiling on the number of books that can be checked out.
119. The library should be safer. Perhaps lockers could be easily and cheaply rented for books or purses not needed while working in the library. School books or notebooks cannot be left unattended while looking for a book one of two rows away. It is difficult to work when you are constantly in fear of being ripped-off.
120. I enjoy GSU's library because of neatness, security, and ability to allow a student to relax while studying. Staff librarians are very helpful, however some student assistants are rather noisy. Keep on booking!

"Other" User Affiliation or Status

1. Freelance Writer
2. Antioch College
3. Morehouse College
4. Atlanta University
5. Kennesaw College
6. Consultant-Federal Reserve Bank
7. Daughter of Alumni
8. Atlanta Law School
9. University of Georgia Alumnus
10. Tuskegee Institute, Alabama
11. Auburn University
12. Spelman College
13. Freelance Artist
14. University of South Carolina
15. Berry College
16. Retired
17. North Carolina State University
18. Crawford Long Nursing School
19. Post-graduate Student
20. Research Fellow-Morris Brown College
21. Medical College of Georgia
22. Jacksonville State University, Alabama
23. Teacher (Atlanta Public Schools)
24. Yale University
25. GSU Student Assistant
26. High Museum of Art